



**Lake District**  
National Park Authority

Murley Moss, Oxenholme Road  
Kendal, Cumbria LA9 7RL

Mr Adrian Faulkner  
Windermere and Bowness Chamber of  
Trade  
2 Thwaites Howe  
116 Craig Walk  
Bowness-on-Windermere  
Cumbria LA23 3AX

Telephone: 01539 724555  
Fax: 01539 740822

Email: [hq@lake-district.gov.uk](mailto:hq@lake-district.gov.uk)  
Website: [www.lake-district.gov.uk](http://www.lake-district.gov.uk)

[carissa.lough@lake-district.gov.uk](mailto:carissa.lough@lake-district.gov.uk)

Direct Dial No : 01539 792640

Our Ref: PS/CLWINDERMERE WORKSHOP

Your Ref:

Date: 9 February 2007

Dear Mr Faulkner

**Notes from Windermere lake activities and services workshop: 18 January 2007**

We enclose the notes recorded in the workshop groups at the Windermere Hydro Hotel held on 18 January 2007. We transcribed the notes into electronic format directly from the flip charts, then grouped the comments into the themed questions. We have not altered, deleted, or added to any of the comments, so they are as they were recorded at the workshop.

Our Members meet on 21 March 2007, where they are likely to consider a report that will include the findings from the workshop and the results from the Lakes Activities and Services questionnaire. Members will agree on the next steps that we should take in the review of lake services. The report will be available on our website [www.lake-district.gov.uk](http://www.lake-district.gov.uk) a week before the meeting, and minutes from the meeting will be available afterwards.

Yours sincerely

CARISSA LOUGH  
RECREATION MANAGEMENT ADVISER

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## **Windermere Lake Activities and Services – Frequently Asked Questions**

### **What services does the Lake District National Park Authority (LDNPA) deliver on Windermere?**

- Vessel registration
- Byelaw provision and enforcement
- Surveys – boat and bird counts
- Speed limit signs, speed limit buoys
- NPA staff support – for example, planners
- Event support – for example, Windermere on Water, Cruise with a Ranger
- Property maintenance (islands), lakeshore access land, litter collection

### **What services does South Lakeland District Council (SLDC) deliver on Windermere?**

- Lake moorings
- Ferry Nab slipway and associated car parking
- Boat storage
- Lake encroachments
- Royal Yachting Association training delivery
- Public jetties
- Commercial vessel licensing under the Public Health Act 1907
- Navigation markers, lifebelts, events
- Byelaw enforcement through an agency agreement with LDNPA

### **Are there any services that you both deliver?**

- Search and rescue and community first responder
- Boat maintenance
- Media
- Lake user advice, information, and assistance
- General administration, financial, legal
- Statutory service support – for example police, Maritime Coastguard Agency, Environment Agency

### **Do you work together?**

Yes, the Lake Patrol Team is made up of LDNPA lake rangers and SLDC wardens. The Lake Patrol Team is based at Ferry Nab. We are currently exploring ways that we can work more closely together.

### **Why are you going to charge people to use the other lakes?**

There has been no decision made to charge people to use the other lakes. Derwentwater, Coniston Water, Ullswater, and Windermere have a public Right of Navigation on them. We currently require powered craft to register on Windermere, and we are reviewing that registration scheme. We have extended this work to the other lakes so that those lake users can tell us what lake services they use, what services they expect in the future, and whether they are willing to pay for those services.

### **Why was the workshop only for Windermere?**

We are particularly reviewing the Windermere registration byelaws and the Small Ships Register exemption. This allows exemptions for powered vessels registered with the Small Ships Register – which is run by the Maritime and Coastguard Agency. We are holding the Windermere workshop so that clubs and groups who use the lake can talk to us in more detail about lake services, whether they are willing to pay for those services, and their views on the Small Ships Register exemption.

The outcomes from the Lakes Activities and Services questionnaire will inform a decision as to whether we hold workshops for the other three navigable lakes.

One of our key targets in the Business Plan 2006-2009 is to developing a strategic framework for access and recreational opportunities to the lakes, rivers, and coast, and we hold other workshops in the future as part of this process.

**How did you design the questions that were asked in the questionnaire and at the workshop?**

Staff who have experience in questionnaire design and in gathering comments from the public and from user groups developed the lakes questionnaire. We designed it with advice from an independent research company, who will be collating and analysing the results. The questionnaire is intended to gather lake users' views on current and future provision of lake services on the four navigable lakes, and comments on how those services might be provided and funded in the future. The questionnaire was not designed to give a pre-determined outcome. We have received over 1400 responses, and also extended the closing date to 9 February 2007 due to the high level of interest.

We used the same questions at the workshop, so that it was consistent with the questionnaire. This gave workshop participants the opportunity to talk in more detail about some of the things they may have answered in the questionnaire.

**Why did I not receive information about the workshop prior to the event?**

Prior to the workshop, we posted out 163 invitations to attend. We telephoned those organisations who had not sent in their reply slip. We posted more detailed information about the workshop, its format, and what the discussion topics would be to those people (46) who confirmed they would attend. Many additional people came to the workshop, and while we welcomed their input, unfortunately they would not have received the prior information.

## **Windermere Lake Services Workshop**

18 January 2007  
Windermere Hydro Hotel

We held the Windermere Lake Services workshop to talk to lake users about lake services, how we pay for those services, and a possible review of the Windermere registration byelaws. We collected all the comments from the workshop to help inform a decision in March about the next steps to resolve issues of Windermere registration – and future work (services and activities) on other lakes, if necessary. The Lakes Activities and Services questionnaire and the additional comments that people have sent in as part of this process will also inform any decision made in March.

A number of key issues arose during the workshop. Many users were asking similar questions about service provision and for clarity on who provided which services (for example, is it Lake District National Park Authority or South Lakeland District Council that is responsible for byelaw enforcement? What about jetty provision?). To give clarity about lake management and what the roles and responsibilities of LDNPA and SLDC are, we have included a Frequently Asked Questions sheet that we put together after the workshop.

We invited over 150 organisations and individuals to the workshop, 46 people confirmed attendance, and there were 77 people attended the workshop.

We have received a number of feedback forms after the workshop. We will respond to comments made on those individually in mid-February.

We extended the questionnaire closing date to 9 February, and have received \*\*\*\* responses to date. The questionnaire results are being analysed by CN Research, who also gave advice on the questionnaire design.

Bob Sutcliffe, Community Development Manager, introduced the workshop and Pam Duke, and independent facilitator. Pam explained that the workshop would be split into two discussions – lake services and funding those services.

### **Session One – Lake Services**

Mark Eccles, Access and Recreation Manager, explained what the lake services are that the Lake District National Park Authority provides on Windermere. The FAQ sheet contains more information about those services.

Workshop attendees then talked in their groups, of 8-12 people, giving comments about lake services. There was an opportunity to prioritise the services listed, and to add other services to the flip charts. Facilitators wrote down all the comments that their groups made.

We have grouped the comments into the four service areas and "other"

- rescue services
- giving advice and assistance to lake users
- looking after shoreline habitats and islands
- byelaw provision and enforcement
- other services and other comments

We have not attributed the comments to particular groups. We have grouped the comments under different headings for ease of reading, and the headings or order of the comments are not prioritised.

The comments are as follows:

### **Session One - Table of Lake Service Scores from Workshop**

People at the workshop put scores (1-4) next to each of the lake services that the LDNPA provides and that were listed at the workshop.

1 - highest priority

4 - lowest priority

Using the flipcharts from the workshop, we have added up how many people gave a score of 1 to each service, how many gave a 2, and so on.

Service	Score				
	1	2	3	4	
Rescue service	6	10	7	14	
Advising & helping lake users	2	13	8	4	
Looking after shoreline, islands & habitats	21	8	5	1	
Byelaw provision & enforcement	5	8	12	9	
Other services	1	1	2	1	
- open access	4				

### **Session One – Rescue services**

- Provided by South Lakeland District Council (SLDC). Not a legal obligation
- Co-ordinated by Maritime Coastguard Agency (statutory)
- No rescue service by Lake District National Park Authority (LDNPA)
- Not 24 hours
- Agree SLDC should control
- Varied views - 8:3
- Important
- Many not boat related
- Not required to be provided by others
- Users will provide their own service
- Opportunity for Royal National Lifeboat Institution (RNLI)
- Commercial service is readily available but not full time

- Rescue service is important. Would let Fire Service take over Rescue Service
- Are other organisations better placed to rescue if need be – outdoor centres, clubs, boat providers
- Rescue service not important. There is a culture of self help across the lake.
- Lumping services together – lake and mountain rescue
- Lack of response by wardens
- Should not be key priority because applies to few
- Should be rescue service
- Should not be provided by NPA
- Put rescue services as top priority because safety is paramount – but other organisations and centres provide these rescue services and perhaps make them redundant
- Other users also provide rescue services
- As a registration fee payer – a rescue service should be provided
- Some lake users don't/won't want a rescue service at all
- Club members expect a rescue service to be provided as part of the fee
- Many lake users who don't pay a fee, already get the rescue services provided
- Authority does not provide it so don't claim to provide it. Stick to planning
- All major lake operators have their own rescue services

### **Session One - Advising and helping lake users**

- LDNPA statutory requirement - funded by LDNPA
- Commercial operators responsible for their clients
- Could be an opportunity for individual user advice - is it practical?
- Land-based classroom
- Byelaws and Lake User Guide should be publicised
- All advice should be available on Internet
- If LDNPA rangers didn't do any advice and help that service would still be there with SLDC wardens
- "Advising" = controlling, dictatorial attitude

- Should be greater publicity by LDNPA to **nation** about benefits of National Parks
- Publicity/information/access as a priority - and encourage people to use all parts of the National Park
- Increased promotion
- LDNPA should encourage visitors to the area and not drive them away
- Advising and helping users is most important because tourist/visitors need to know where to go, what they can do
- Positive approach. Closing down Tourist Information Centres isn't helping in getting information across, clubs already provide information
- Many of the other problems will be prevented if the advice was given in the first place and is widely available to be given
- Everything should be geared to ensuring the users have a great experience
- Goes hand in hand with looking after .....
- Raise awareness of issues could save resources in other
- It's a primary purpose of the National Park
- Help people enjoy National Park – give them more confidence
- Inefficient advice service (too fragmented) - solution: lakes management board with specialists, on the water service
- Education (visitors)
- National advertising of water sports/leisure opportunities
- Clearer info to general public (progress report)
- Need to explain who does what (accountability)
- Increased promotion
- Advice on shoreline – yes
- Advice on water safety - limited service - not major
- Publication

### **Session One - Looking after shoreline habitats and islands**

- LDNPA statutory requirement - funded by LDNPA
- Only as important as in the rest of National Park
- Conservation work important because if lake and habitat deteriorates people will not come

- LDNPA looks after 5% of Windermere – small amount
- LDNPA doesn't own much land round shore - why are they involved?
- Advising and helping users and looking after lakeshores and habitats is a service that needs to be provided across the National Park
- It's what National Park is about
- Known for its conservation
- No-one wants to see shoreline destroyed/full of litter
- Because everyone is affected
- Liaise more with landowners/other users - encourage people to look after the environment
- Improve our own land management
- Manage Canada geese populations / wild animals → Fell Foot
- Shoreline: preservation & sustainability of environment
- LDNPA seen as main remit
- Species (ducks & fish) control (management)
- Looking after shoreline, etc, more defined
- Should look after all shoreline

### **Session One - Byelaw Provision and Enforcement**

- Control of one body (one body?)
- Done by LDNPA – feasibility?
- Funded by LDNPA
- Boat provision?
- Clarity of roles/wardens
- Is enforcement necessary? LDNPA
- No subcontracting
- Coherent way forward
- Might not be needed in the future evidence of other major lakes
- Ensuring speed limit is observed means safe environment for teaching activities
- Money raised should be used for policing
- Post 10mph speed limit little need for policing services
- Should be enforcement of byelaws but by police/SLDC
- Have SLDC the authority?

- Services are duplicated
- Byelaw provision and enforcement is important, but just not as important as the others
- Why are we getting involved? – when other organisations enforce them too
- There has been some misunderstanding and it needs management to prevent accidents
- Better/more economical use of resources
- Need for more democratic review of byelaws
- Byelaw enforcement - safe and efficient means of navigation
- Byelaws abused late at night and morning
- Charge by length/horsepower has upset
- Byelaws abused late at night and morning
- Registration should be dismantled on Windermere
- Group has general concern about extending registration onto other lakes. Also a negation of your navigational rights.
- No need for registration on other lakes
- Post 10 mph there is no need for registration scheme – trail period at least
- Byelaw provision - who enforces it?
- But not enforcement - perhaps the police

#### **Session One - Other comments on provision of lake services**

- Buoyage – through business rates or supplement on charges below
- Moorings
- Launching
- Rubbish disposal
- Sewage pump out
- Fresh water
- Publicly accessible jetties and moorings
- Would not support any services
- Boatyards could provide other services
- At moment - too much duplication
- Should be open access
- Priorities? Are they right?

Paid for at point of sale commercially,  
should be self-funding

- There are other possible services which aren't one of the four mentioned
- Looking after economic well-being of their area
- Create conditions for a prosperous economy
- Public access to lake is paramount
- Shortage of public jetties
- Better liaison with commerce
- LDNPA business liaison officer
- Want joined up consultation (SLDC)
- Readdress Forum blend
- Attracted different people to lake - Families/children
- Open access
- Park doing too much, let private operators get on and do some things they are qualified to do
- If some/all services did not get done by the Park no-one would notice - rescue service - shoreline advice - duplication of services
- There should be no lake services provided

## **Session Two – Funding lake services on Windermere**

After a tea and coffee break, where people could talk to LDNPA specialist staff about particular issues, Pam introduced the next session. This focussed on the cost of lake services and how they might be funded in the future. There was a wide range of comments – some specific to particular services, many general comments, and suggestions for other ways of funding lake services.

### **General comments on funding for all services**

- Users should contribute
- Should pay central government
- All lakes
- Attract more users, use them to fund
- Review commercial users charges
- Already pay vast amount
- Levy on profits
- NPA has statutory duty to encourage enjoyment of lakes therefore any charges should be reasonable
- Walkers get lake for free so lakes should be funded from public purse
- Equality between 4 lakes
- Standardisation of funding centrally
- Proper audit of what's happening
- NPA more open with quarterly financial reports on lake management
- Patrol service we don't need and can't afford
- Most of the services provided on the lake by SLDC can be provided at no cost to the public, but by charging directly the user
- SLDC - revenue has remained stable and provided more services users need - services should be reduced because of a change in the nature of the lake
- LDNPA -registration revenue has fallen and services should be reduced to match
- Larger boat users alienated – don't expect us to help
- Rental boats should have higher charge
- If all users have to pay on Windermere they should pay on all lakes
- Price hike in registration is massive
- Commercial users should be charged more
- Pro-rata system – the more you use the lake, the more you pay

- The fact that people are registering with SSR should show NPA that people are fed up
- LDNPA short sighted over loss of income from power boats. Why haven't they diversified?
- There won't be an LDNPA registration scheme. Everyone will go to SSR.
- Should be more profitable
- Very insular – needs streamlining to business-like approach
- NPA is central government funded (75%), should not ask for registration fee
- Registration fees should not be used to fund short-fall in NPs finances!
- Only some users pay, not all – why is that?
- NPA should work within its budget
- There is an undisputed ancient right of access (de facto), which means it would not be possible to charge for 'access' in most circumstances
- SLDC makes a profit from the moorings on the lake - registration fee could be done away with - in excess of £250,000 profit made by SLDC - this should pay for these services
- Registration fees penalised motor powered vessels - fees increased in one year from £5 to £60 therefore all lake users should pay a proportional fee
- Bring back a proper managed system for powered vessels for speed above 10 mph
- Non-powered vessels shouldn't pay a fee
- If we do charge powered vessels – need a proportional system which encourages visually aesthetic boats
- People like to see activities on the lake, power boaters have gone. Need to get a broader base of users bringing back high spenders
- Canoeists shouldn't be able to use the lake for free
- Canoeists should be able to use the lake for free
- Speed-boats should be allowed on all lakes with a fee
- Funding all the lakes together - Windermere does not need funding
- Get volunteers involved delivering services → not enforcement
- Prudent financial control (NPA)
- One body managing lake would be better

- Look for internal savings / cut costs → from £85,000
- Create situation where everyone can use Windermere lake, launching fees
- Profits from other lake directed to Windermere
- Don't deliver any service on Windermere → leave it to SLDC
- Not clear why SLDC receive £46K
- Services should be free but if registration scheme still in place should be linked to service provision but Windermere registration should not pay for other lake services
- No registration scheme
- General taxation
- Could be analogous to road use with licensing
- Doubts over how results to be used
- Free access!
- NPA should have a more business-like approach to running NP
- What about call-out system rather than fixed number of hours
- Lakes pass (cf ski-pass) for five lakes
- Trust decides what services – registered charity
- SLDC gift the lake to a "trust"
- Assess essential services which may include rescue
- Use encroachment to fund these services – rent and moorings. Will produce a surplus, for example Rawdon Smith Trust on Coniston – model for Windermere
- Education centres considered different, no payment
- Make exceptions charge for travelling over 10mph
- Put money back into some lake services, for example, and management of lake
- Commercial users pay a registration fee by length instead of flat rate
- All boat users should pay

### **Rescue Services**

- Rescue services - fundraising? – is that an option?
- Lake rescue should be similar to mountain rescue service

- Drop rescue service and get Royal National Lifeboat Institution to provide the service and help fundraise for them (RNLI)
- Use other rescue services
- Use existing club infrastructure to provide rescue services
- Royal National Lifeboat Institution, Maritime and Coastguard Agency may be better

### **Advising and Helping Lake users**

See general comments above

### **Looking after shoreline Islands and Habitats**

- United Utilities should pay largest contribution to protect shore reservoir abstraction
- Why should conservation be paid through registration compared with fells and National Park as a whole?

### **Byelaw provision and enforcement**

- Stop payments to SLDC for byelaw function
- Reduce ranger staff
- Registration Scheme just to create database
- Registration scheme is not perceived as reasonable
- LDNPA registration will go as everyone will go to SS Register at £25 per 5 years
- Retain a registration scheme and all funding goes to SLDC to patrol lake
- Registration Scheme should be pre-10 mph – register power boats
- Could have registration scheme without the fee
- Nominal fee to put boat on the lake – to cover cost of registration list. Daily rate, weekly rate, annual rate - or open access to all
- Pre-speed limit happy to pay but post → unfair that is charged on boat size
- Do we need registration scheme?
- We need one to identify the boat not to fund any services

### **Other suggestions for funding**

- **All** visitors to Lake District should pay, tourist tax
- Cut bureaucracy
- Cut out duplication
- RYA training – should not be publicly subsidised unfair competition with commercial providers
- Possible examples to investigate – Poole Harbour, Loch Lomond and abroad
- Funding for services from DEFRA – lake and mountain
- Lake races get exemption and charge for use of lake
- Get more users to have something to manage
- All other NP activities are free
- Why should lake use be the only one charged for
- Self-funding (Brockhole)
- NPA shouldn't be competing with private enterprise
- Open access
- Mismanagement
- Give back to SLDC? And let them manage it and let ratepayers view
- Give back to Parish?
- Use it as 'green tax' or conservation levy
- Decrease car park charges but increase numbers using car parks
- More car parks/toilets - to increase numbers using the NP to bring in more spend
- More user friendly, more success everyone has the more the money goes round
- SLDC wardens and NPA rangers should be brought together into a team who work solely for the lake (like a trust)
- More moorings on lake
- Charge for events on Windermere
- Should reconsider merits of 10 mph speed limit with a view to changing it
- All boat users qualified – certificate of competence